Blue Bamboo

Pocket POS® MIDP version 1.1

For BlackBerry 8100 series handsets

Merchant User Guide

BLUE BAMBOO

Purpose: End User Manual for Pocket POS® MIDP for BlackBerry 7290

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1 Introduction

The Pocket POS® MIDP application is designed to run on BlackBerry 7290 handsets to enable the user to process retail and wireless payments through the Hypercom Payment Server (formerly TPI).

The Pocket POS® MIDP application covers the following functionalities:

- Credit Sale
- Credit Void
- Check Void
- Administration
- Credit Refund
- Cash Sales
- Check Sale

Pocket POS® has been tested on the following devices to enable secure payment processing using the P25M and H50 merchant peripheral. Below is a list of the tested devices and links to the user documentation provided by the manufacturer.

BlackBerry 8100 device main information visit: http://na.blackberry.com/eng/devices.

For additional information visit http://www.blackberry.com

Pocket POS®requires wireless data services from your service provider. Pocket POS® has been tested on the AT&T and T-Mobile wireless networks (GPRS/Edge) in the United States of America. Consult your wireless service provider to activate the required service features to enable wireless data communications. Also review the roaming restrictions set by the carrier on your wireless data services, please note not all services will work when roaming. Consult your carrier customer support when traveling.

ATT

You must add wireless data services to your AT&T Wireless account to use Pocket POS® for secure payment processing. To find your local sales representative for AT&T (formerly Cingular Wireless) you can search by zip code at www.wireless.att.com, from a land-line call 1-800-331-0500, or dial *611 from your AT&T Wireless handset.

TMOBILE

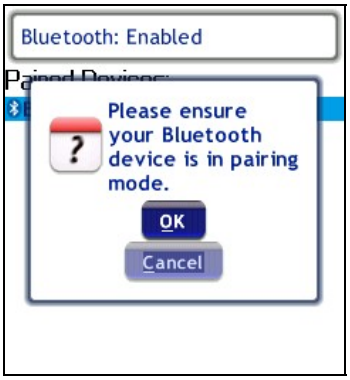
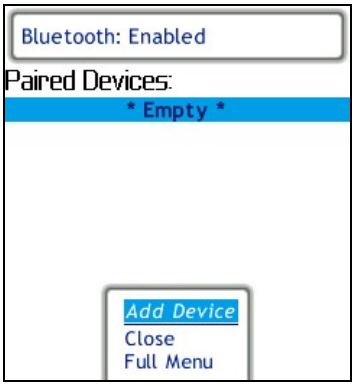
You must add wireless data services to your T-Mobile account to use Pocket POS® for secure payment processing. To find your local sales representative for T-Mobile you can search by zip code at www.tmobile.com, from a land-line call 1-800-T-MOBILE, or dial *611 from your T-Mobile Wireless handset.

2 Hardware

Figure 1 How to swipe card in MSR reader

Figure 2 P25 printer

3 Printer Pairing

Step	Action	Display
1.	Turn on the P25-M Printer	
2.	Select **Setup Bluetooth** icon on your Blackberry. （Figure 3）	Figure 3
3.	Click **OK** to enable the device pairing mode（Figure 4）	 Figure 4
4.	Click the thumbwheel and select **Add Device**. The BlackBerry will launch a scan to find available Bluetooth devices to connect with. （Figure 5）	 Figure 5

6. Select the P25-M Printer in the list. Confirm the P25-M Device ID matches the Device ID shown on screen. （Figure 6&Figure 7）

Figure 6

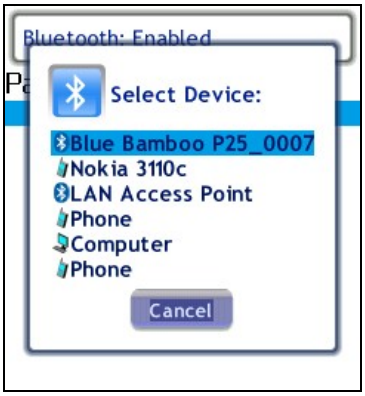


Figure 7

Note: Refer to the P25-M Quick Installation Guide to locate the Device ID & Pin Code.

7. Enter the P25-M Pin Code to establish the connection. （Figure 8）

Figure 8

8. The P25-M and BlackBerry 8100 are now paired. （Figure 9）

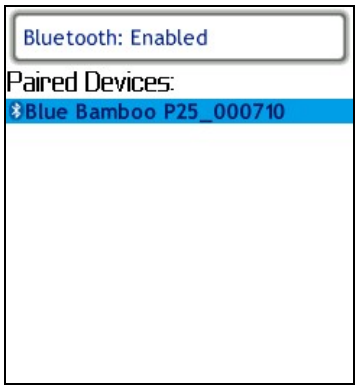


Figure 9

4 Pocket POS® MIDP Installation and Login

The Pocket POS® MIDP application must be downloaded and installed onto the Device. For assistance in downloading the Pocket POS® MIDP application visit the Blue Bamboo online support portal at http://support.bluebamboo.com.

Premium deployment assistance is available from the Blue Bamboo helpdesk, to purchase a Premium deployment package for your Device visit us at sales.bluebamboo.com.

In the main Blackberry Menu screen, select the Bluetooth option which is highlighted in red. （Figure 10）

Figure 10

The system is searching the Bluetooth device… （Figure 11）

Figure 11

While the application loads a Bluetooth detection test will be established. A confirm screen will be displayed. （Figure 12）

Figure 12

The user should contact their reseller to validate the required configuration information to set up the terminal to process transactions using their Payment Server and Merchant Account.

4.1 Pocket POS® configuration

STEP	ACTION	DISPLAY
1.		
2.	Consult your deployment documentation provided by your reseller or merchant service provider to select the carrier that your merchant account is configured with and then select **Save**.（Figure 13）	
	You may select **Customized** to enable connectivity to any carrier Installation.（Figure 14&Figure 15）	

Figure 13

Figure 14

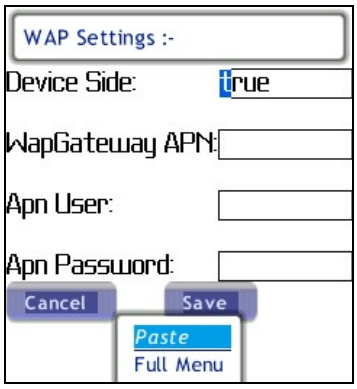


Figure 15

3. Enter the username and password provided by your reseller or merchant service provider. Select **Login** to continue.（Figure 16）

Figure 16

PCI Security Standards compliance is not meet when the user selects to "**Remember password**", please note that setting this as default is not recommended.

Visit: www.pcisecuritystandards.org for more information.

4. If you select the **Remember Me** option the following security message will be displayed. （Figure 17）

Storing your password can enable an unauthorized user to access your information, by selecting this feature you will not maintain PCI
Yes

Figure 17

5. Select **Yes** to continue the merchant registration process, select **No** to return to the prior screen. （Figure 18）

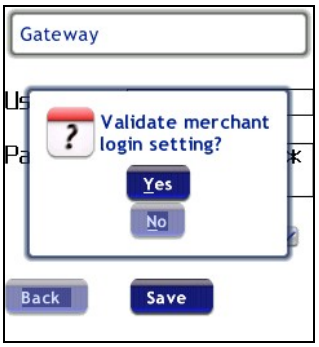


Figure 18

6. The username and password will be validated. When you are using Pocket POS® the device will require the wireless data services to communicate over the Internet using SSL, please verify with your wireless service provider that you have the appropriate services. （Figure 19）

Figure 19

If the username and password **IS** validated:

If the username and password **IS NOT** validated:

Figure 20

Figure 21

You are now ready to process payments using Pocket POS® and the Blue Bamboo P25-M & P25.

If you decide not to remember the login information from steps 3, 4, 5 above the application requires login to the payment server each time the application is used. The following is the user validation (Login) process: (Figure 22 Figure 23 Figure 24)

Figure 22

Figure 23

Figure 24

If your login attempt fails contact your reseller or merchant service provider to validate your merchant account credentials. After successful login the Pocket POS® MIDP application will be able to process payment transactions and print receipts of prior transactions.

> ***PCI Security Standards*** compliance is not meet when the user selects to "**Remember password**", please note that setting this as default is not recommended.
>
> ***Visit: www.pcisecuritystandards.org for more information.***

5 Pocket POS® Main Menu Options

Pocket POS® will enable the user to process credit card and check transactions. The merchant is able to swipe or manually enter credit card information to process Sales, Authorizations, Returns and Voids. If the user has an active ACH processing account from their reseller they can process eCheck Sales, Voids and Returns. The user is also able to print cash sales receipts.

Please note, a valid transaction has to be signed by the cardholder (a return transaction must be signed by the merchant) in order to maintain legal compliance to your merchant processing agreement.

The Pocket POS® main menu provides four primary options to the user. Selecting “New Transaction” will display the Transaction Type selection screen. Selecting “Saved Transactions” will display a list of the current transactions, the user can adjust Pocket POS® settings by selecting “Settings”, and logout of Pocket POS® by selecting **Logout**. （Figure 25Figure36）

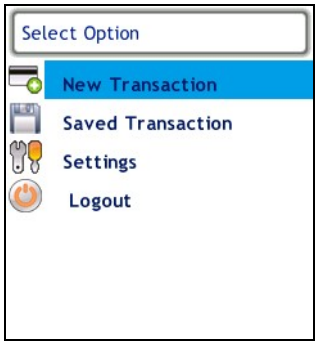


Figure 25

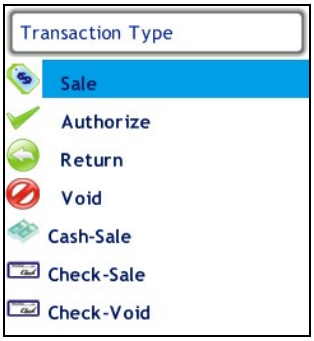


Figure 26

6 New Transaction

6.1 Sale Transaction

The Credit sale transaction is generated whenever a cardholder is using a magnetic card to pay for a product or a service. Credit card sales transactions can be processed by swiped or manual input method.

How to process a credit card sale transaction:

STEP	ACTION	DISPLAY

Select the transaction type for the card sale you are to process.

1. Contact your merchant service provider or reseller for assistance with selecting appropriate transaction types.（Figure 27）

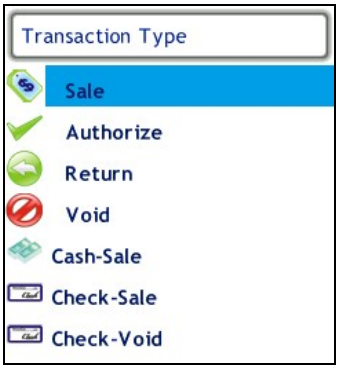


Figure 27

2. Swipe the card using the P25-M merchant peripheral. To enter the card information using the keypad, select **Manual** icon. （Figure 28）

Figure 28

3 Verify card holder information by validating the last 4 digits and type of card as it is displayed on the screen.（Figure 29）

Figure 29

4 Enter the sale amount. **Do not enter the decimal point (period)**. Enter the sale amount using the keypad of your Device. If your sale amount is $12.34, enter 1 2 3 4 using the keypad, if the sale amount is $100.00 then enter 1 0 0 0 0. **Be sure to enter 00 if the amount is an even dollar amount**. Select **Next** to continue. （Figure 30）

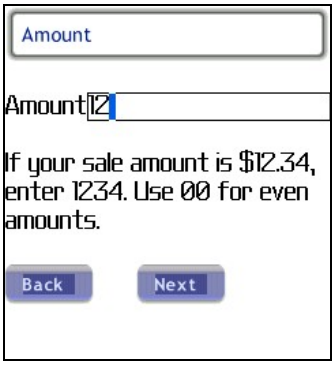


Figure 30

5 Verify the transaction details before selecting **Confirm** （Figure 31）

Figure 31

6. The transaction processing message displays while the waiting for approval from the host processor. （Figure 32）

Figure 32

7. An approved response will be displayed as shown （Figure 34）to start a new transaction select **New**, to print receipts, select “Print”.

Figure 33

8. If you receive a Declined Response, ask the customer for another form of payment. You can validate the declined response by calling your merchant service provider or reseller（Figure 34）

Appendix A – Host Return Message contains a compelete list of the error codes generated by the payment server.

Figure 34

9. Select **Print** to print the customer receipt and merchant receipts. （Figure 35）

Figure 35

10. The printer is printing the receipt…（Figure 36）

Figure 36

11. Select **Yes** to print the Customer Copy, or **No** to exit. （Figure 37）

Figure 37

Process a manual input credit card transaction:

1. If you are processing a manual input transaction you must enter the complete card number, card expiration date and Card code (i.e. CVC2, CCV2, and CID.)
   When entering the Expiration Date be sure to enter the MONTH and YEAR in the MMYY format.
   The CvNum is a 3 digit number located on the back of Visa and MasterCard, and a 4 digit number located on the front of an American Express Card.
   Select **Next** to continue. （Figure 38）

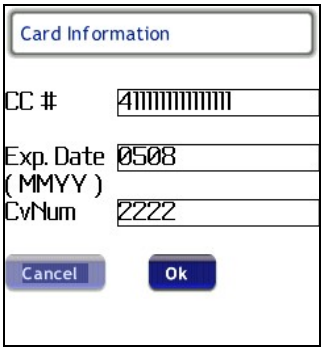


Figure 38

2. Enter the card holder's name as it appears on the card, please enter the First name and middle initial (if it appears on the card) in the top field and enter the card holders last name in the second field of the **Customer Info** screen. The Phone# field is not required. Select **Next** to continue. （Figure 49）

Figure 39

3. Enter the billing address of the card holder to enable AVS (Address Verification System) fraud detection. Enter the numeric portion in the top field and the street name in the second field; use the bottom field in the screen to enter the postal code of the card holder billing address. Select **Next** to continue. （Figure 40）

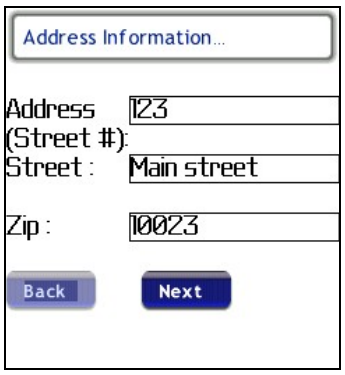


Figure 40

6.2 Credit Card Void

A void transaction cancels a previous sale or return transaction. Voiding will retrieve a transaction from the batch and mark it as void. The report and the settlement functions will skip transactions marked as void.

A void of a sale can be done if the original sale was processed in the same batch. If the original sale was NOT Processed in the same batch a Return must be processed. For assistance with batching transactions review the Pocket POS® Virtual Terminal user manual located at the Blue Bamboo online support portal at pocketpos.bluebamboo.com.

STEP	ACTION	DISPLAY
1.	Select the **Void** transaction type. （Figure 41）	

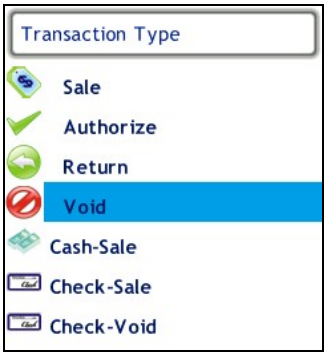


Figure 41

2. Swipe the card…（Figure 42）

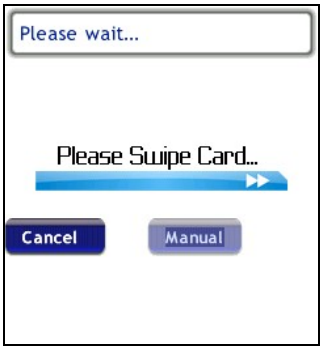


Figure 42

3. Verify card holder information by validating the last 4 digits and type of card as it is displayed on the screen. （Figure 43）

Figure 43

4. Enter the Transaction Reference Number, also identified as PNREF number, this number is the unique transaction number for transactions processed from Pocket POS®. If you need to look up the transaction reference number review Appendix B of this user manual. Enter the amount **without** the decimal point. If your sale amount is $12.34, enter 1 2 3 4 using the keypad, if the sale amount is $100.00 then enter 1 0 0 0 0. Be sure to enter 00 if the amount is an even dollar amount. Select **Next** to continue. （Figure 44）

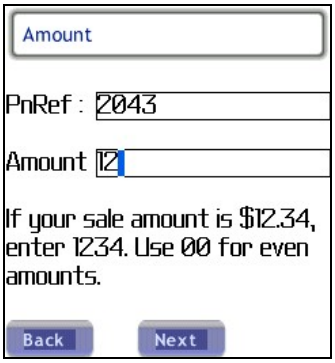


Figure 44

5. Verify the transaction details before selecting **Confirm** to submit the transaction to the host processor. （Figure 45）

Figure 45

6. The transaction processing message will display while the Device waits for an approval from the host processor. （Figure 46）

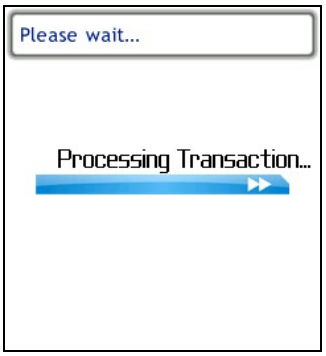


Figure 46

7. If you receive a Declined Response, ask the customer to confirm the form of payment. You can validate the declined response by calling your merchant service provider or reseller.

Appendix A – Host Return Message contains a compelete list of the error codes generated by the payment server. （Figure 47）

Figure 47

8. Select **Print** for the merchant receipt.（Figure48）

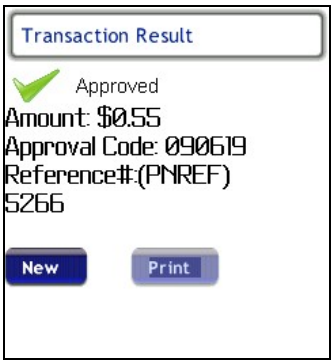


Figure 48

9. Select **Yes** for the customer receipt. （Figure 49）

Figure 49

6.3 Credit Card Return

The Credit refund or return transaction is used when a customer wants to return goods and transfer the sales amount back to the cardholder's account. The reason could be that the product was not the right one or it did not function properly. If the merchant has just performed a settlement, the original sale transaction may have been sent to the host for reconciliation. Therefore a void can not be expected to resolve the issue. A return will not require a host approval. However, note that the merchant has to sign the primary transaction receipt.

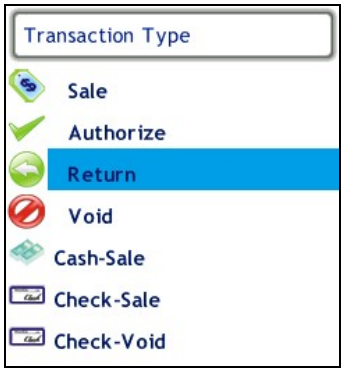
STEP	ACTION	DISPLAY
1.	Select the **Return** transaction type. （Figure 50）	
2.	Swipe the card…（Figure 51）	
3.	Verify card holder information by validating the last 4 digits and type of card as it is displayed on the screen. （Figure 52）	

Figure 50

Figure 51

Figure 52

4. Enter the Transaction Reference Number, also identified as PNREF number, this number is the unique transaction number for transactions processed from Pocket POS®. If you need to look up the transaction reference number review Appendix B of this user manual. Enter the amount **without** the decimal point. If your sale amount is $12.34, enter 1 2 3 4 using the keypad, if the sale amount is $100.00 then enter 1 0 0 0 0. Be sure to enter 00 if the amount is an even dollar amount. Select **Next** to continue. （Figure 53）

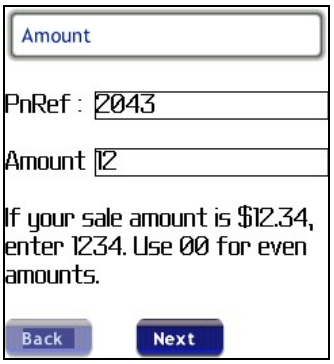


Figure 53

5. Verify the transaction details before selecting **Confirm** to submit the transaction to the host processor. （Figure 54）

Figure 54

6. The transaction processing message will display while waiting for approval from the host processor. （Figure 55）

Figure 55

7. If you receive a Declined Response, ask the customer for another form of payment. You can validate the declined response by calling your merchant service provider or reseller.

Appendix A – Host Return Message contains a compelete list of the error codes generated by the payment server. （Figure 56）

Figure 56

8. Select “Print” for the Merchant receipt. （Figure 57）

Figure 57

9. Select **Yes** for the customer receipt. （Figure 58）

Figure 58

7 Saved transaction

STEP	ACTION	DISPLAY
1.	Scroll and select **Saved Transaction** （Figure 59）	

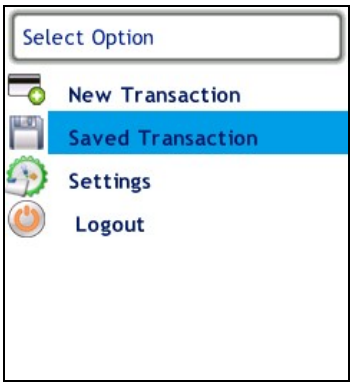


Figure 59

2. Saved transactions will be listed here, select the transaction of your choice to proceed. (Figure 60）

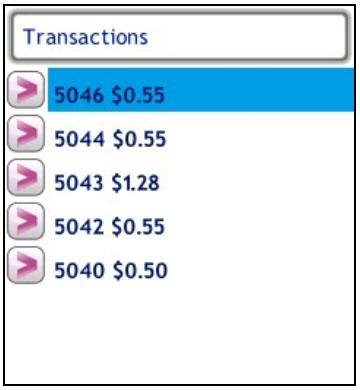


Figure 60

8 Pocket POS® Settings

The Pocket POS® application settings can be adjusted by selecting **Settings** in the main screen. (Figure 64)

Figure 61

Settings Options will be displayed as follows:

Modify the default wireless carrier by selecting **Carrier**

Modify host settings with the payment gateway or processor, by selecting **Gateway**".

Edit information printed on receipts by selecting **Receipt**.

Modify application security settings by selecting **Security**

Select one of these options to continue. (Figure 62)

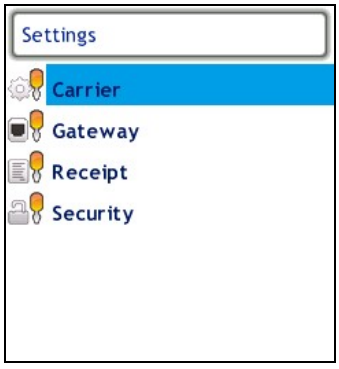


Figure 62

8.1 Carrier Settings

STEP	ACTION	DISPLAY

1. To select the default carrier select **Carrier** settings. (Figure 63）

Figure 63

2. Select the carrier network and click **Next**. （Figure 64 and Figure 65）

Figure 64

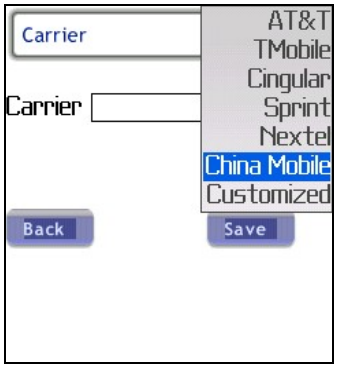


Figure 65

3. You can customize a new carrier entry by selecting **Customized**. Enter the carrier name and APN code. The user name & password will be provided by your carrier. （Figure 66 and Figure 67 ）

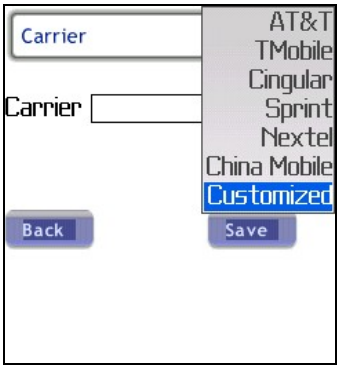


Figure 66

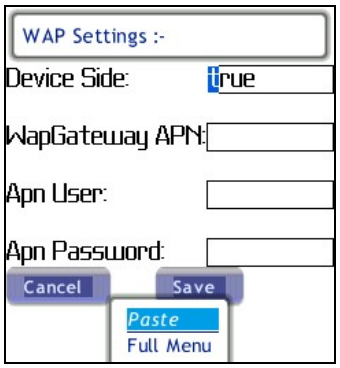


Figure 67

8.2 Gateway Settings

STEP	ACTION	DISPLAY
1.	To edit host settings with the payment gateway or processor, select the **Gateway** option. （Figure 68）	
2.	Select your Payment Gateway or Processor settings based on the information provided to you by your reseller or merchant service provider. The gateway URL will change based on the	

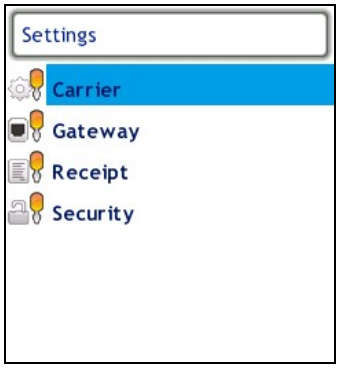


Figure 68

selection.

Select the **Customized** option to enter a Secure URL that is not listed. （Figure 69 & Figure 70)

Figure 69

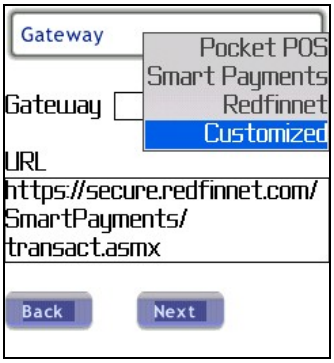


Figure 70

3. Enter the username and password provided by your reseller or merchant service provider.
Select **Login** to continue（Figure 71）

Figure 71

4. If you select the “Remember Me” option the following security message will be displayed.（Figure 72）

Storing your password can enable an unauthorized user to access your information, by selecting this feature you will not maintain PCI
Yes

Figure 72

5. Select “**Yes**” to continue the merchant registration process, select “**No**” to return to the prior screen. （Figure 73）

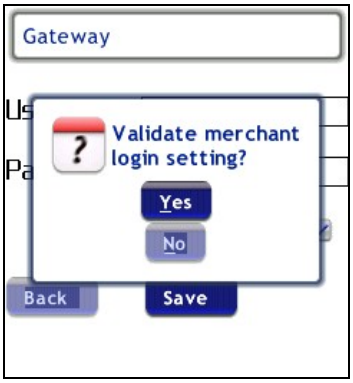


Figure 73

8.3 Receipt Settings

STEP	ACTION	DISPLAY
1.	To edit the information for your printed receipts select the “**Receipt**” option. （Figure 74）	

Figure 74

2. Enter your Merchant DBA (Doing Business As) name, Phone number and Website and select "**Next**" to continue. （Figure75）

Figure 75

3. Enter your Merchant Address and City. Select "**Next**" to continue. （Figure 76）

Figure 76

4. Enter your Address State, Postal Code, and Country. Select "**Next**" to continue. （Figure 77）

Figure 77

5. Enter optional messages on Receipt Lines 1, 2 and 3. The messages entered here will be printed on the bottom of your receipts. Select "**Next**" to continue. （Figure 78）

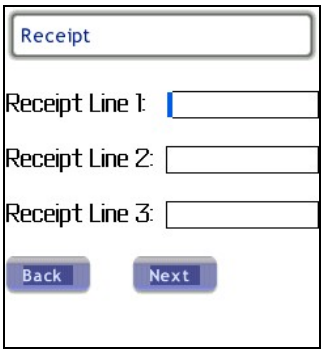


Figure 78

8.4 Security Settings

STEP	ACTION	DISPLAY
1.	The Pocket POS® application security settings can be changed by selecting the "**Security**" option. （Figure 79）	

Figure 79

2.	To Change the Access PIN used to validate your identity to unlock the device or process transactions select "**Change Access PIN**" option. （Figure 80）	

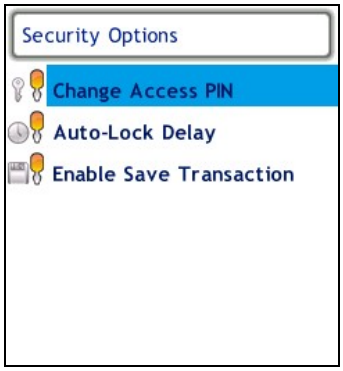


Figure 80

Enter your old Access PIN, and your new Access PIN *twice* to confirm the new Access PIN setting.

Press the soft-key below "**Save**" to continue. （Figure 81）

Figure 81

PCI Security Standards recommends to change your Access PIN frequently, at least 4 times a year.

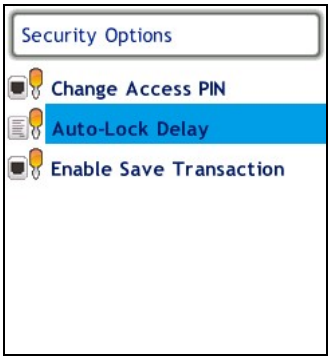


Figure 82

From the Settings Options (Step 1) scroll to the "**Auto-Lock Delay**" option and press the soft-key below "**Ok**" to continue.

In the Auto-Lock Delay setting screen scroll to the time for the delay and select **Save** (Figure 82 and Figure 83）

Figure 83

Select this option to enable saving of transactions （Figure 84）

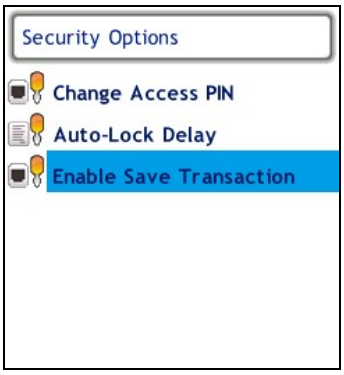


Figure 84

9 Logout

STEP	ACTION	DISPLAY
1.	To properly exit the Pocket POS® application it is recommended to logout after use. Select “Logout” to exit. （Figure 85） If you do not exit the application and use other features of the device you will be able to ***resume*** the application to the last screen.	

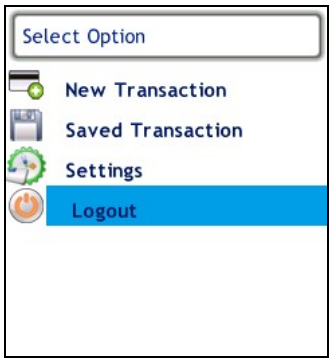


Figure 85

2.	Select the left soft-key below the “Yes” option. （Figure 86）	

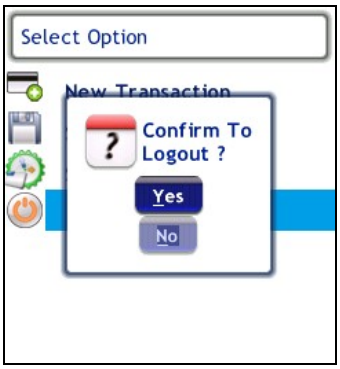


Figure 86

Appendix A – Host Return Message

Result Response Field Definitions (Error Codes)

The list below contains result codes returned in the Result response field. A decline returned by the payment processor for this response field is value twelve (12) or thirteen (13). An approval is value zero (0). Any other value is an error code, which is returned by the payment gateway and not by the payment processor, please note this response code when troubleshooting your Pocket POS® solution.

Value	Description
-100	Transaction NOT Processed; Generic Host Error
0	Approved
1	User Authentication Failed
2	Invalid Transaction
3	Invalid Transaction Type
4	Invalid Amount
5	Invalid Merchant Information
7	Field Format Error
8	Not a Transaction Server
9	Invalid Parameter Stream
10	Too Many Line Items
11	Client Timeout Waiting for Response
12	Decline
13	Referral
14	Transaction Type Not Supported In This Version
19	Original Transaction ID Not Found
20	Customer Reference Number Not Found
22	Invalid ABA Number
23	Invalid Account Number

24	Invalid Expiration Date
25	Transaction Type Not Supported by Host
26	Invalid Reference Number
27	Invalid Receipt Information
28	Invalid Check Holder Name
29	Invalid Check Number
30	Check DL Verification Requires DL State
40	Transaction did not connect (to NCN because SecureNCIS is not running on the web server)
50	Insufficient Funds Available
99	General Error
100	Invalid Transaction Returned from Host
101	Timeout Value too Small or Invalid Time Out Value
102	Processor Not Available
103	Error Reading Response from Host
104	Timeout waiting for Processor Response
105	Credit Error
106	Host Not Available
107	Duplicate Suppression Timeout
108	Void Error
109	Timeout Waiting for Host Response
110	Duplicate Transaction
111	Capture Error
112	Failed AVS Check
113	Cannot Exceed Sales Cap
1000	Generic Host Error
1001	Invalid Login

1002	Insufficient Privilege or Invalid Amount
1003	Invalid Login Blocked
1004	Invalid Login Deactivated
1005	Transaction Type Not Allowed
1006	Unsupported Processor
1007	Invalid Request Message
1008	Invalid Version
1010	Payment Type Not Supported
1011	Error Starting Transaction
1012	Error Finishing Transaction
1013	Error Checking Duplicate
1014	No Records To Settle (in the current batch)
1015	No Records To Process (in the current batch)

AVS Response Codes

The following table contains the possible response values returned for address verification (AVS).

Value	Description
X	Exact: Address and nine-digit Zip match
Y	Yes: Address and five-digit Zip match
A	Address: Address matches, Zip does not
Z	5-digit Zip: 5-digit Zip matches, address doesn't
W	Whole Zip: 9-digit Zip matches, address doesn't
N	No: Neither address nor Zip matches
U	Unavailable: Address information not available
G	Unavailable: Address information not available for international transaction
R	Retry: System unavailable or time-out

E	Error: Transaction unintelligible for AVS or edit error found in the message that prevents AVS from being performed
S	Not Supported: Issuer doesn't support AVS service
B	* Street Match: Street addresses match for international transaction, but postal code doesn't
C	* Street Address: Street addresses and postal code not verified for international transaction
D	* Match: Street addresses and postal codes match for international transaction
I	* Not Verified: Address Information not verified for International transaction
M	* Match: Street addresses and postal codes match for international transaction
P	* Postal Match: Postal codes match for international transaction, but street address doesn't
0	** No response sent
5	Invalid AVS response

* These values are Visa specific.

** These values are returned by the Payment Server and not the processor.

CV Response Codes

The following table contains the possible response values returned for a Card code (i.e. CVV2/CVC2/CID) check.

Value	Description
M	CVV2/CVC2/CID Match
N	CVV2/CVC2/CID No Match
P	Not Processed
S	Issuer indicates that the CV data should be present on the card, but the merchant has indicated that the CV data is not present on the card.
U	Unknown / Issuer has not certified for CV or issuer has not provided Visa/MasterCard with the CV encryption keys.
X	Server Provider did not respond

Appendix B – Viewing Transaction Reports Online (Should have images numbered here)

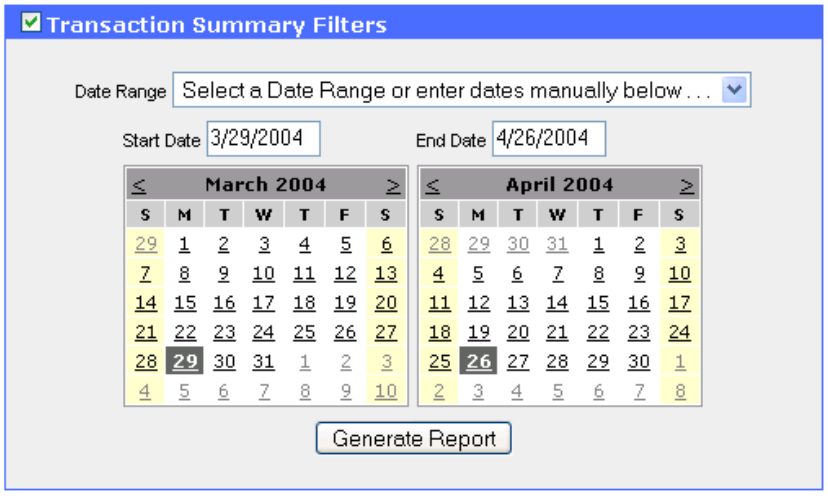
You can view transactions from your Pocket POS® terminal online through the Virtual Terminal interface of the Payment Server. Contact your merchant service provider payment gateway reseller.

Find Transactions displays transactions that are processed through the Payment Server. Inside the folder, transactions are grouped by payment types: credit, debit, gift, EBT and check. They can also be image-attached, such as check image and signature image. Furthermore, you can process post-auth, repeat sale, return/refund, and void through Find Transactions, basing on the transactions located in Find Transactions.

Transaction Summary

The **Summary** inside **Find Transactions** provides an overview of all transactions processed within a chosen date range.

1. To view Transaction Summary, click on the **Find Transactions** folder
2. Click on the **Summary** link


Transaction Summary Filters
Date Range
Select a Date Range or enter dates manually below . . .
Start Date 3/29/2004
End Date 4/26/2004
March 2004
April 2004
S M T W T F S
Generate Report

3. Select a pre-defined date range from the **Date Range** drop-down list. Or, modify **Start Date** and **End Date**. Or, use the "≤" or "≥" link in the **month** bar to switch the month, and click on any **date** link in the calendar for a particular date.
4. Click **Generate Report** and a screen will appear similar to the example shown below

Transaction Summary: 3/29/2004 - 4/26/2004

Transaction Summary Filters

Credit Card Summary

Card Type	Sale Count	Sale Amount	Return Count	Return Amount	Total Amount
AMEX	0	$0.00	1	$20.00	($20.00)
MASTERCARD	1	$1.00	0	$0.00	$1.00
VISA	2	$2.00	0	$0.00	$2.00

Trans Type	Trans Count	Auth Amount	Capture Amount	Settle Count	Settle Amount
Authorization	6	$62.91	$0.00	0	$0.00
Credit	1	($20.00)	($20.00)	1	$20.00
ForceCapture	1	$0.00	$1.00	1	$1.00
RepeatSale	1	$3.00	$3.00	1	$3.00
Sale	3	$3.00	$3.00	3	$3.00
Void	7	$0.00	$64.00	7	$64.00

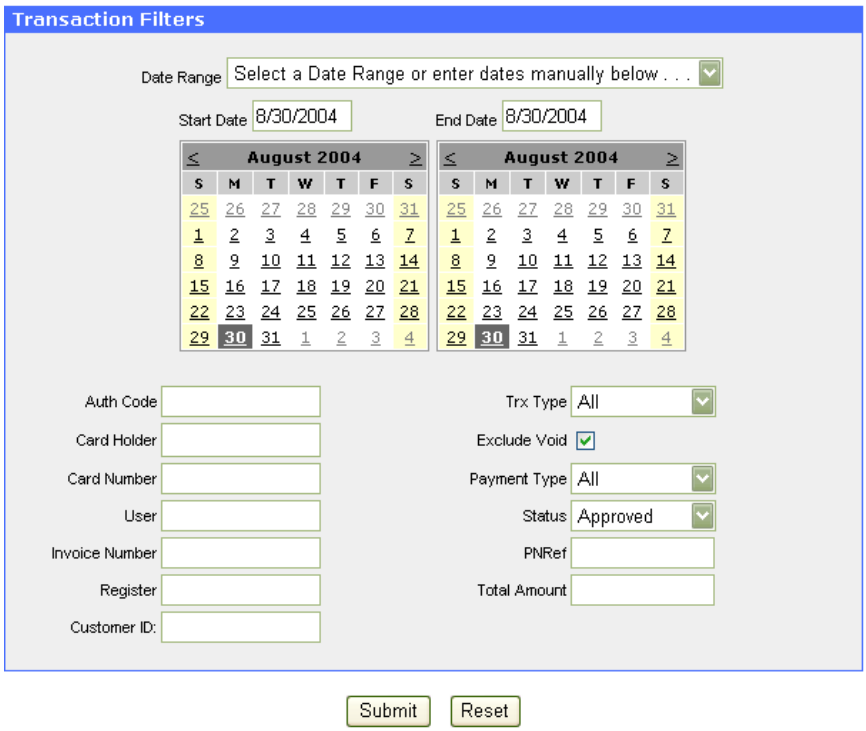
Check Summary

Trans Type	Trans Count	Amount	Settle Count	Settle Amount
Credit	4	($591.00)	4	($591.00)
Sale	3	$4.00	3	$4.00

Find Card Transactions

Card transactions include credit card, debit card, gift card, and EBT card transactions. Since they all have similar transaction fields, we will discuss one card type, credit card, in detail.

1. Click on the **Find Transactions** folder
2. To view credit card details, click **Credit**. To view debit card details, click **Debit**. To view gift card transactions, click **Gift Cards**. To view the EBT details, click **EBT**.



3. Refer to **Step 3**, date range selection, in **Transaction Summary** later in this chapter for specifying a date range

Note: For the rest of the filter fields, you don't need to fill them all, just the ones known. The less information provided, the more matches shown. The following table illustrates 3 filter fields each with a drop-down list.

4. Choose a **Transaction Type** from the drop-down list
5. Choose an option to **Exclude Void** transactions or not (by default, this box is checked)
6. Choose a card **Payment Type** from the drop-down list
7. Choose a **Status** from the drop-sown list
8. After entering all necessary information, click on the **Submit** button (the **Reset** button clears the form) and a screen will appear similar to the example shown below

Credit Transactions

Filters

Items per page 10 Refresh (0 will fill everything on one page) Report Format: XML Download

Ref #	Customer ID	Inv #	Date	Result	Payment Type	Account Type	Account #	Name	Type	Status	Approval Code	Auth Amt	Capture Amt	User	Register
1577			4/5/2004 1:01:01 PM	DECLINED	VISA	VISA	*********0027		Sale	Transaction amount value	ERROR - EX	$0.00	$0.00	test merchant	
1575			4/5/2004 12:50:39 PM	DECLINED	AMEX	Amex	**********8431	John Doe	Sale	Missing Key (See ADDRESS	ERROR - AD	$10.00	$10.00	test merchant	
1574			4/5/2004 12:49:22 PM	DECLINED	AMEX	Amex	**********8431	John Doe	ForceCapture	Transaction amount value	ERROR - AM	$0.00	$3.00	test merchant	
1573			4/5/2004 12:48:09 PM	APPROVED	AMEX	Amex	**********8431	John Doe	Authorization	APPROVAL	007946	$2.00	$0.00	test merchant	
1568			4/5/2004 11:25:03 AM	APPROVED	VISA	Visa	**********8291	John Doe	Sale	APPROVAL	007858	$1.00	$1.00	test merchant	
1564			4/5/2004 10:58:28 AM	APPROVED	AMEX	AMEX	**********8431	John Doe	ForceCapture	APPROVAL	Q4L629	$0.00	$1.00	test merchant	
1563			4/5/2004 10:57:43 AM	APPROVED	DINERS	DINERS	*********0016	Jane Doe	Authorization	APPROVAL	007801	$1.00	$0.00	test merchant	
1555			4/5/2004 8:17:29 AM	APPROVED	MASTERCARD	MASTERCARD	**********5454	John Doe	Authorization	APPROVAL	007571	$5.00	$0.00	test merchant	

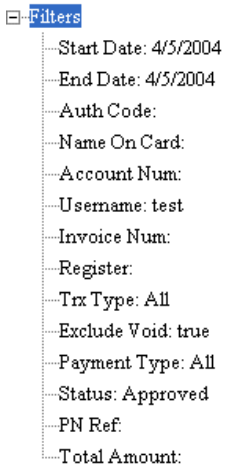
1

The following gives you a quick overview of each column in the example screen above:

Ref # – A unique reference number that the system assigns to each transaction for an easy retrieval
Customer ID – A unique number that the merchant assigns to identify a customer
Inv # – The optional invoice number that is associated with the transaction
Date – The date and time the transaction was processed
Result – The response for the transaction (Examples are: Approved, Declined)
Payment Type – The transaction's payment type (Examples are: Visa, MasterCard, Visa, Amex, etc)
Account Type – Same as Payment Type
Card – The partially masked card number
Name – The customer's name
Type – Transaction type (Examples are: Sale, Authorization, ForceCapture, Repeat Sale, and Credit)
Status – The status of the transaction. If a transaction is declined, usually an error message is displayed (Examples are: Approval, Missing Key (See ADDRESS))
Approval Code – The approval or error code of the transaction
Auth Amt – The dollar amount of an approval or authorization request
Capture Amount – The transaction amount that is captured by the host
User – The user name or terminal that processed the transaction

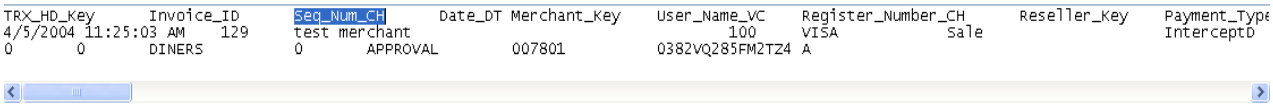
Register – The register number on which the transaction is performed

9. To change the number of transactions listed per screen page, edit the **Items per page** box. By default, the screen shows 10 transactions per page. Entering *0* will display all transactions in one page. Click **Refresh**
10. To review the filter fields you have entered earlier for your receiving the current transaction list, click on the ⊞ sign to expand the filter list.



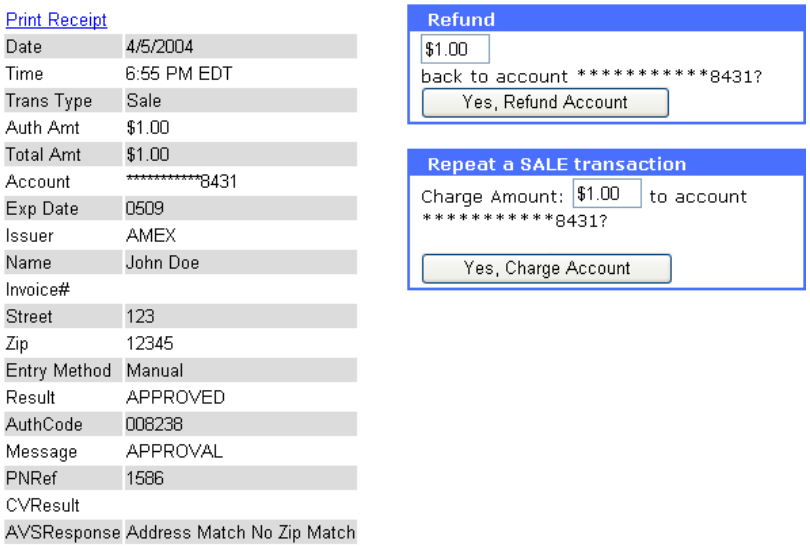
11. To download the transaction list in the XML format, select **XML** in the **Report Format** field, and click **Download** and a screen will appear similar to the example shown below

12. Or you may choose a **Tab Delimited** format, and click **Download** and a screen will appear similar to the example shown below



TRX_HD_Key	Invoice_ID	Seq_Num_CH	Date_DT	Merchant_Key	User_Name_VC	Register_Number_CH	Reseller_Key	Payment_Type
4/5/2004 11:25:03 AM	129	test merchant			100	VISA	Sale	InterceptD
0	0	DINERS	0	APPROVAL	007801	0382VQ285FM2TZ4	A	

13. To further explore the detail of a transaction, click on the transaction's **Ref#** link



Print Receipt

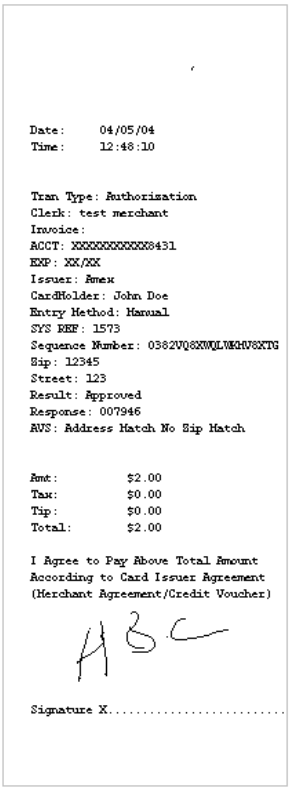
Date	4/5/2004
Time	6:55 PM EDT
Trans Type	Sale
Auth Amt	$1.00
Total Amt	$1.00
Account	**********8431
Exp Date	0509
Issuer	AMEX
Name	John Doe
Invoice#	
Street	123
Zip	12345
Entry Method	Manual
Result	APPROVED
AuthCode	008238
Message	APPROVAL
PNRef	1586
CVResult	
AVSResponse	Address Match No Zip Match

Note: There are four kinds of task box you may see, **Void, Refund, Capture** and **Repeat Sale**, The following table shows a list of task box(s) matching transaction types:

Card Type	Transaction Type	Settlement	Task Box(es)
Credit Card	PreAuth	N/A	**Capture, Repeat Sale**
	Sale, Force Capture	Unsettled	**Void, Repeat Sale**
		Settled	**Refund, Repeat Sale**
	Credit	Unsettled	**Void, Repeat Sale**
		Settled	**Repeat Sale**
	Void	Unsettled	**Repeat Sale**
		Settled	
Gift Card	Sale	Unsettled	**Void**
		Settled	**Refund**

14. In the transaction list, if you see (the image icon) beneath the transaction's Ref# link then a signature is captured for this transaction. Click on the image icon and a screen will appear similar to the example shown below

Receipt for this transaction:



Date: 04/05/04
Time: 12:48:10

Tran Type: Authorisation
Clerk: test merchant
Invoice:
ACCT: XXXXXXXXXXX8431
EXP: XX/XX
Issuer: Amex
CardHolder: John Doe
Entry Method: Manual
SYS REF: 1573
Sequence Number: 0382VQ8XWQLWKHV8XTG
Zip: 12345
Street: 123
Result: Approved
Response: 007946
AVS: Address Match No Zip Match

Amt: $2.00
Tax: $0.00
Tip: $0.00
Total: $2.00

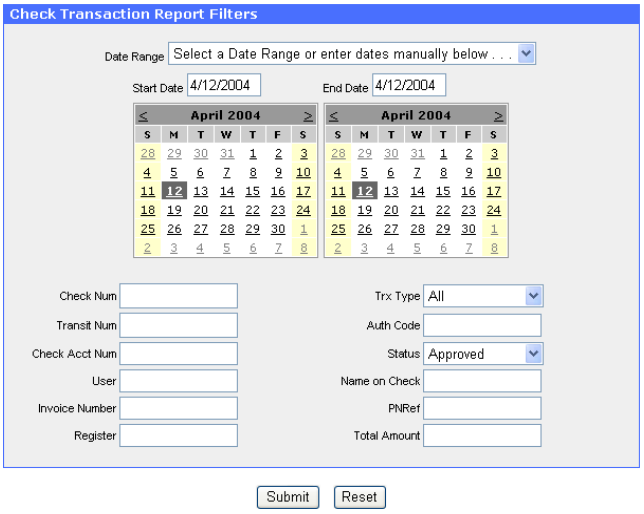
I Agree to Pay Above Total Amount
According to Card Issuer Agreement
(Merchant Agreement/Credit Voucher)

Signature X.....

Find Check Transactions

The process of searching for a check transaction is identical to that for a card transaction, except that the searching filters are slightly different.

1. Click on the **Find Transactions** folder
2. Click on the **Check** link (shown below)



3. For date selections, refer to Step 3 under **Transaction Summary** in later in the chapter

Note: For the rest of the filter fields, you don't need to fill them all, just the ones known. The less information provided, the more matches shown. The following table illustrates 2 filter fields each with a drop-down list.

4. Choose a **Transaction Type** from the drop-down menu
5. Choose a **Status** from the drop-down menu
6. Click **Submit** (**Reset** clears the form) and a screen appears similar to the example shown below

Check Report

Filters

Items per page 10 Refresh (0 will fill everything on one page) Report Format: XML Download

Ref #	Customer ID	Inv #	Date	Result	Payment Type	Account #	Transit #	Check #	Name	Type	Amt	User	Register
24348			9/2/2004 8:38:38 AM	APPROVED	ECHECK	******7890	123456780	1	j d	Sale	$1.00	vital2	
24223			8/31/2004 3:41:10 PM	APPROVED	ECHECK	******7890	123456780	4877	John Doe	Sale	$1.00	vital2	
24110			8/30/2004 10:36:13 AM	APPROVED	ECHECK	******7890	123456780	1001		Sale	$1.00	vital2	

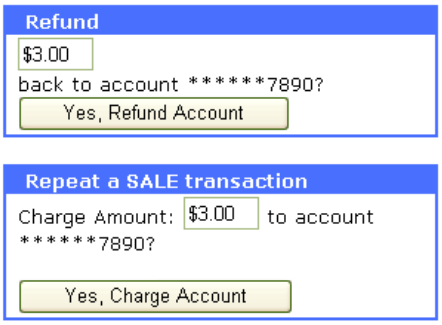
7. Refer to Step 9 through 11 in **Find Card Transactions** for these three features

The following gives you an overview of each column as shown in the example screen above:

Ref # – A unique reference number that the system assigns to each transaction for an easy retrieval
Customer ID – A unique number that the merchant assigns to identify a customer
Inv # – The optional invoice number that is associated with the transaction
Date – The date and time the transaction was processed
Result – The response for the transaction. Examples are: Approved, Declined
Payment Type – The transaction's payment type (Examples are: ECHECK, VERIFY)
Account # – The last 4 digits of the checking account number
Transit # – The financial institution's transit (bank routing) number for the check
Check # – The check number
Name – The customer's name shown on the check
Type – The type of transaction processed. Examples are: Sale, Credit
Amt – The dollar amount of the check transaction
User – The user name or terminal that processed the transaction
Register – The register number on which the transaction is performed

8. To view the detail of a check transaction, click on its **Ref#** link

PNRef	23911
Host Ref	0383BAQ68D4M9P1UX4M
Date	8/26/2004
Time	6:52:04 PM [EDT]
Customer ID	5
Trans Type	Sale
Name	a b
Amount	$3.00
Transit #	123456780
Account #	******7890
Result	Approved
Result Text	Approved

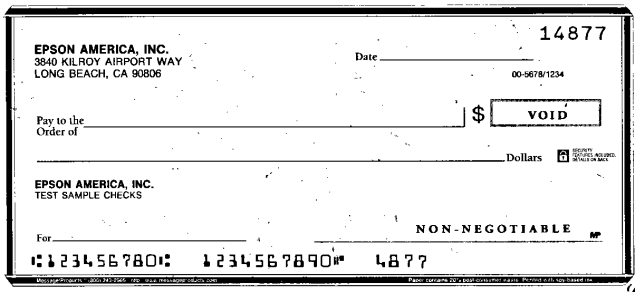


Note: There are three kinds of task box you may see, **Void**, **Refund**, and **Repeat Sale.** The following table shows task boxes matching types of check transactions:

Settlement	Transaction Type	Task Box(es)
Unsettled	Sale	**Void, Repeat Sale**
Settled	Sale	**Refund, Repeat Sale**
Unsettled	Credit	**Void**

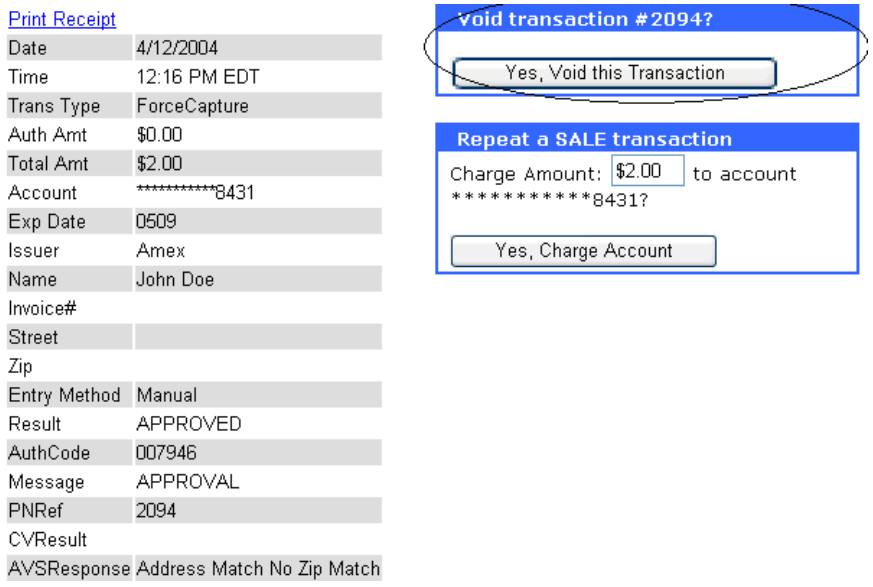
Refer to the Void, Refund, and Repeat Sale section in this chapter.

9. In the transaction list, if you see (the image icon) beneath the transaction's Ref# link then a check image is captured for this transaction. Click on the image icon



Void Transactions

Through **Find Transactions**, you can **Void** unsettled credit card, gift card and check transactions:

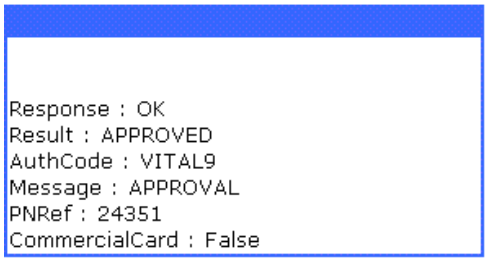


Print Receipt

Date	4/12/2004
Time	12:16 PM EDT
Trans Type	ForceCapture
Auth Amt	$0.00
Total Amt	$2.00
Account	**********8431
Exp Date	0509
Issuer	Amex
Name	John Doe
Invoice#	
Street	
Zip	
Entry Method	Manual
Result	APPROVED
AuthCode	007946
Message	APPROVAL
PNRef	2094
CVResult	
AVSResponse	Address Match No Zip Match

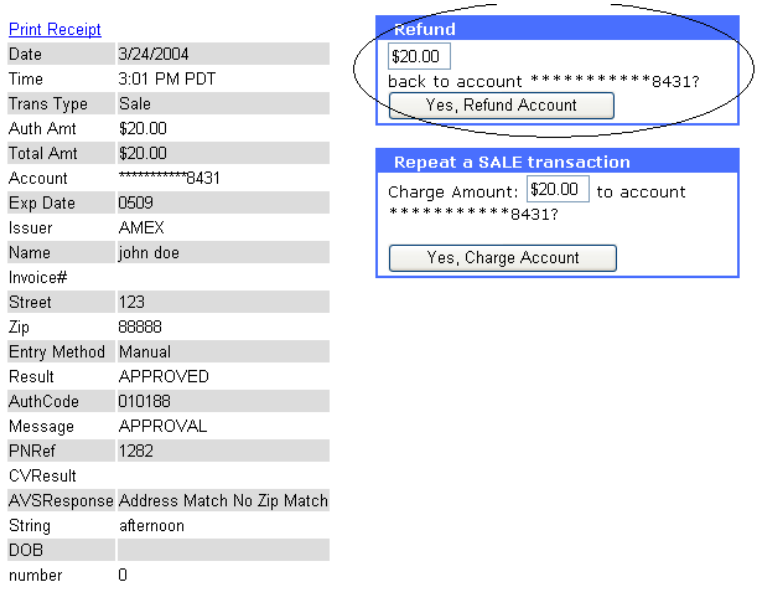
Void transaction #2094?
Yes, Void this Transaction
Repeat a SALE transaction
Charge Amount: $2.00 to account **********8431?
Yes, Charge Account

1. To void, click **Yes, Void this Transaction**. A screen similar to the example below appears



Refund Transactions

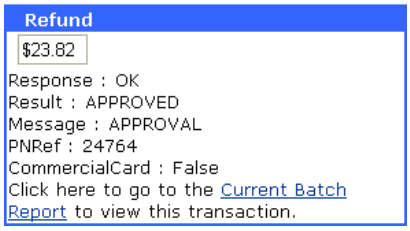
Similar to Void you can perform **Refund** on the settled credit card, gift card and check transactions:



Print Receipt

Date	3/24/2004
Time	3:01 PM PDT
Trans Type	Sale
Auth Amt	$20.00
Total Amt	$20.00
Account	**********8431
Exp Date	0509
Issuer	AMEX
Name	john doe
Invoice#	
Street	123
Zip	88888
Entry Method	Manual
Result	APPROVED
AuthCode	010188
Message	APPROVAL
PNRef	1282
CVResult	
AVSResponse	Address Match No Zip Match
String	afternoon
DOB	
number	0

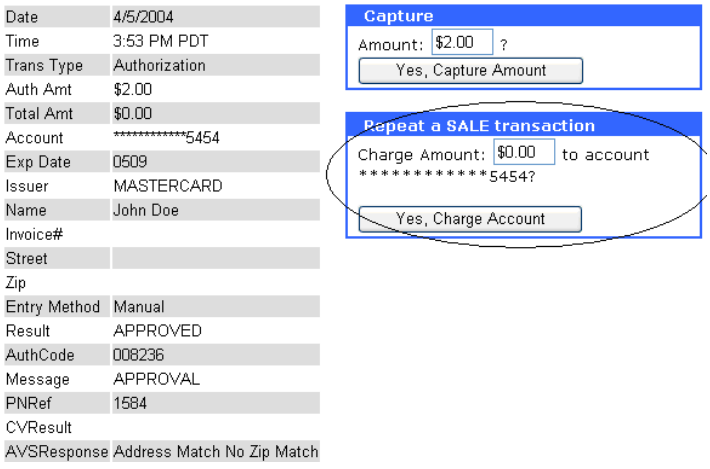
1. To adjust the refund amount, edit the amount field (a valid refund amount is less than or equal to the original transaction amount)
2. Click on **Yes, Refund Account** and a screen will appear similar to the example shown below



Repeat Sale Transactions

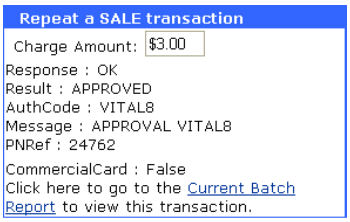
Through **Find Transactions**, you can perform **repeat sale** on existing credit card and check transactions. For credit card repeat sale, you are actually processing a brand new sale transaction, which is slightly different from the **repeat sale** discussed in **Virtual Terminals**. Under **Virtual Terminals**, the repeat sale refers to a recurring or installment transaction. Through **Find Transactions**, theoretically, you can perform repeat sale on any existing **Sale, PreAuth, ForceCapture** (**PostAuth** or **ForceAuth**), and **Return/Credit** credit card transaction.

To make a **repeat sale**, first find the target transaction through the steps described earlier in this chapter. Then click on the transaction's **Ref#** link. A **repeat sale** task box will appear (shown below).



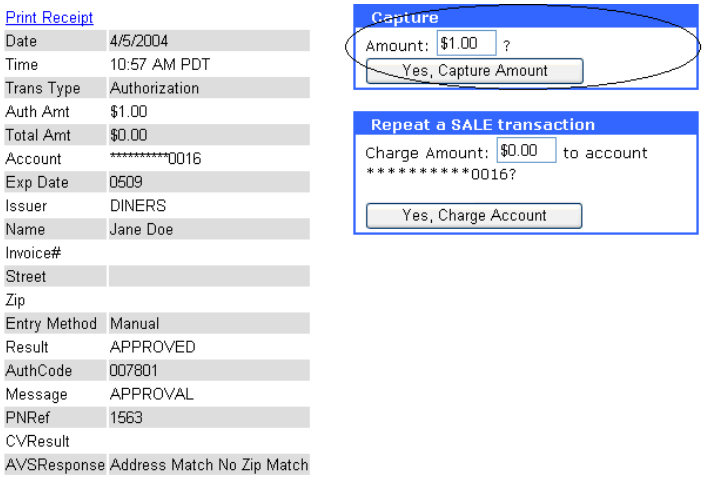
Date	4/5/2004
Time	3:53 PM PDT
Trans Type	Authorization
Auth Amt	$2.00
Total Amt	$0.00
Account	**********5454
Exp Date	0509
Issuer	MASTERCARD
Name	John Doe
Invoice#	
Street	
Zip	
Entry Method	Manual
Result	APPROVED
AuthCode	008236
Message	APPROVAL
PNRef	1584
CVResult	
AVSResponse	Address Match No Zip Match

1. To chant the amount of the repeat sale, edit the amount field
2. Click on **Yes, Charge Account** and a screen will appear similar to the example shown below

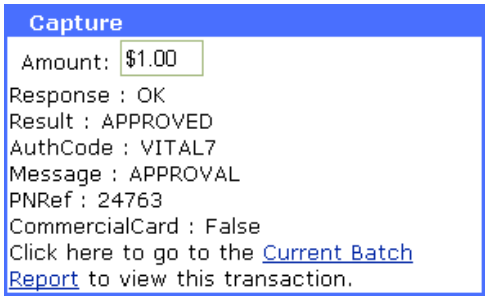

Repeat a SALE transaction
Charge Amount: $3.00
Response : OK
Result : APPROVED
AuthCode : VITAL8
Message : APPROVAL VITAL8
PNRef : 24762
CommercialCard : False
Click here to go to the Current Batch Report to view this transaction.

Capture PreAuth Transactions

The procedure of capturing a PreAuth credit card transaction is also called PostAuth. It is the completion of a PreAuth transaction. To do so, first locate the transaction through the steps described earlier in this chapter. Then click on the transaction's **Ref#** link. A **Capture** task box will appear to the right of the transaction detail.



1. To change the capturing amount, edit the amount field
2. Click **Yes, Capture Amount** and a screen similar to the example below will appear



Version History

Version	Author	Date	Description
1.0	Vivian	April 1, 2008	Creation
1.1	Vivian	April 10, 2008	